



DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 4502
ARLINGTON, VIRGINIA 22204-4502

IN REPLY
REFER TO: Network Services (NS3)

14 Apr 2010

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Department of Defense (DoD) Unified Capabilities (UC) Approved Products List (APL) approval of the T-Metrics, Inc. (TM)-2000 Consolidated Answering System Version 5, Tracking Number (TN) 0923903 as Centralized Attendant System (CAS)

Reference: (a) DoDI 8100.3, "DoD Voice Networks," 16 Jan 2004.

1. DoD UC APL approval of the T-Metrics TM-2000 Consolidated Answering System Version 5 TN 0923903 as CAS has been granted. This solution achieved Information Assurance (IA) Accreditation from the Defense IA/Security Accreditation Working Group (DSAWG) on 31 Mar 2010. This solution achieved Interoperability Certification (IOC) on 31 Mar 2010 from the Joint Staff (JS). This approval is effective upon the date of this memorandum and expires **31 Mar 2013** unless a critical issue is identified that invalidates either the Interoperability or the IA posture of this product as determined by the JS or the Defense Information Systems Network (DISN) Designated Approving Authority (DAA). Please note that Services and Agencies are required to recertify and reaccredit their systems every three years. Please refer to the UC APL for official posting of this solution at the following URL: <http://jitc.fhu.disa.mil/apl/index.html>.

2. This product/solution must be implemented only in the configuration that was tested and approved. When the system is deployed into an operational environment, the following security measures (at a minimum) must be implemented to ensure an acceptable level of risk for the sites' DAA:

a. The site must register the system in the Systems Networks Approval Process (SNAP) Database <https://snap.dod.mil/index.cfm> as directed by the DSAWG and the Program Management Office (PMO).

b. The system should be incorporated in the site's Public Key Infrastructure (PKI). If PKI is not incorporated, the following findings will be included in the site's architecture:

- NET0445 for Agent Personal Computer (PC), TM-2000 Automatic Call Distribution (ACD), Remote Public Branch Exchange (RPBX), and Remote Meridian Services Attendant Console (RMSAC)

- DSN13.17 for Agent PC, TM-2000 ACD, RPBX and RMSAC
- WG140 for TM-2000 ACD
- WG145 for TM-2000 ACD
- WG350 for TM-2000 ACD
- WG355 for TM-2000 ACD

c. The system should integrate with the sites' Active Directory (AD) to securely implement system user accounts and passwords.

d. The site should use a SysLog device for auditing purposes.

DISA Memo, NS3, UC APL Approval Memo, TM-2000 CAS Version 5 TN 0923903, 14 Apr 2010.

e. The configuration must be in compliance with the T-Metrics CAS military-unique features deployment guide.

3. The IOC letter containing detailed configuration on this product will be available at the following URL: http://jitc.fhu.disa.mil/tssi/cert_pdfs/tmetrics_acd_tm2000_cas50_vista.pdf

4. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contained the approved configuration and deployment guide for this solution must be requested directly through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO).

E-Mail: ucco@disa.mil

UCCO Process Questions: (520) 538-3234 DSN 879

UCCO Process Manager: (703) 365-8801 ext. 534

JESSIE L. SHOWERS, JR.
Chief, Real Time Services Division